



ADDITIONAL QUESTIONS

Question	Response
1. <i>"The Bidder shall provide a document to identify all the required Production Systems (PS) consumables,..."</i> Question: Are the following assumptions correct? 1.1 The mentioned document should contain a list of all expected consumables and, furthermore, the unit price should be specified 1.2 The unit price should be valid for the duration of the contract Please confirm the above statements or elaborate on the requirements to specify the request regarding the requested document. Is the corresponding assumption correct? In order to enter the annual arising expenses into the pricing schedule, it is estimated that an annual volume of 2,5 million cards will be processed. Despite the fact, that in year 1 this production volume is not expected due to project implementation. Please confirm the above statements or elaborate on the requirements to specify the request regarding the price schedules.	Yes, indicate the frequency of the use of consumables and which consumables will be sourced locally or internationally and which of the international consumables will you be able to source locally and over what time period. Yes Pricing must take into consideration that Year 1 is considered implementation phase and the volume 2.5 card is not applicable to year 1.



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2. The tender requires here, that the proposed solution should have the capability to laser engrave both a colour or a greyscale image of the license holder. Are the following assumptions correct? 2.1 The image of the license holder in question corresponds to the primary image. 2.2 The proposed machine technology shall demonstrate the capability to produce a color image from the beginning of the project, even if the color image module of the machine is not used from the beginning. 2.3 The machine equipped in such a way is included in the Annexure B Pricing Schedule, pos. 1 Hardware. Please confirm the above statements or elaborate on the requirements to specify the request regarding the color image capability. The above interpretation is based on the fact, that the Annexure B – Pricing Schedule is listed under 3. <i>Pricing for Colour</i>. Are the following assumptions correct? 2.4 The consumables incurred for color image production are to be indicated in the required Production System (PS) consumables document, as stipulated under volume 2 / section 5 / chapter 5.4. as stipulated under volume 2 / section 5 / chapter 5.4.	DLCA requires the image of the licence holder to be in colour Yes
3. In order to enter the annual costs in the pricing schedule, it is estimated that an annual volume of 2.5 million cards will be processed. Despite the fact that in year 1 this production volume is not expected due to project realization. Please confirm the above statements or elaborate on the requirements to specify the request regarding the consumables for color image generation.	Pricing must take into consideration that Year 1 is considered implementation phase and the volume 2.5 card is not applicable to year 1



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4. The tender requires for the personalization system to be able "<i>...to laser engrave a color or greyscale image...</i>". As it is formulated currently, the requirement is based solely on "<i>laser engraving</i>" and would not allow other technologies to generate the color image of the document holder. We would like to point out that the color engraving technology is offered on the market and is fundamentally possible; however, it represents a proprietary and partially patented technology both in terms of the applicable card body and the associated personalization machine (in particular the laser engraving module). In order to resolve the situation in regards to the generation of the color image, we kindly ask you to allow beside "<i>laser engraving</i>" also "<i>laser engraving in combination with printing and coating</i>", so that the tender requirement can be understood as follows: "<i>The solution must have the capability to laser engrave or to laser engrave in combination with printing and coating to generate the image of the license holder</i>". This would also concretize the claim "<i>UV fluorescent in in personalized data</i>", as a personalized UV fluorescent feature is primarily applied with a printing process. Additionally, in order to solve the dependency between the card body and the personalization machine which is related to a requirement for pure laser engraving, we suggest to limit the card body to be a standard polycarbonate card body without having the need for special layer(s) or special pre-printing as enablement for laser engraving. If a proprietary card body would be chosen and the bidder would not be able to support this type of card because it is not the owner of the associated laser engraving technology, the risks in terms of technical feasibility and costs would be	The objective of the DLCA is a secure, durable and good quality card, the bidder must propose the solution based on their available colour image technology



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unpredictable. Success of the project would therefore be depend on the owner of the technology in question.	
5. The Tender requires a solution which "...shall have the capability to produce virtual (non-physical) driver's licenses,..." Are the following assumptions correct? 5.1 The issuance of a virtual driver's license to the driver's license holder will not be carried out from the beginning of the project. This may be requested during the course of the project (within the 5 years) or even thereafter, depending on legal developments in South Africa. 5.2 The proposed solution should therefore merely show the technical capability to generate a virtual driver's license in addition to the physical driver's license. Consequently, the production function for the virtual driver's license is to be	The assumption is correct, the solution proposed should take into account the future requirement of the eDL. The computer resources must be easily upgradable to accommodate the eDL in the near future.
6. Priced under Annexure B Pricing Schedule / Pos. 2 Software License / Personalization. Should this price be proportional to the production volume, it is estimated that an annual volume of 2.5 million cards will be processed. Despite the fact, that in year 1 this production volume is not expected due to project implementation. The execution of the issuance of this virtual driver's license, however, is to be seen as a separate project, potentially taking place in the future. Please confirm the above statements or elaborate on the requirements to specify the request regarding the capability to produce virtual (non-physical) driver's licenses.	The pricing for the eDL capability should not be included in this bid. This is correct



transport

Department:
Transport
REPUBLIC OF SOUTH AFRICA

ADDITIONSIONAL QUESTIONS - PROVISION OF PERSONALISATION SOLUTION

Bid No: DLCA/2021/05

Question	Response
7. The Tender requires to provide a <i>“disaster recovery solution with options for their proposed solution.”</i> Are the following assumptions correct? - The wording of the requirements allows a range of designs from a fully mirrored main site to a secondary site with a reduced production capacity. Due to the openness of the formulation and the associated wide interpretation spectrum, it is to be assumed that: 7.1 The proposed disaster recovery solutions along with its options are only informative 7.2 The described technologies (Database Protection, Uninterruptable Power Supply, etc. etc.), as well as the associated services for maintenance, etc. are not included in the Annexure B Pricing Schedule 7.3 The executions do not enter into the evaluation of the bidder Please confirm the above statements or elaborate on the requirements to specify the request regarding the disaster recovery solution.	No, they are not informative. The DR costing should be included in the pricing. They should be included The evaluation criteria is clearly stipulated in the bid document and the evaluation criteria does not include the DR.
8. The tender refers to different numbers (Card Stock Serial Number, Stock Control Number, Pre-Printed Serial Number), which are to be processed by the Production System (PS). Are the following assumptions correct? 8.1 The numbers listed (Card Stock Serial Number, Stock Control Number, Pre-Printed Serial Number) are numbers that are generated during the card production process and are visually imprinted on the card body and digitally imprinted on the card chip.	Correct



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8.2 Can it be assumed that Card Stock Serial Number (Volume 2 / Section 4 / chapter 4.1 / e) = Pre-Printed Number (Volume 2 / Section 4 / chapter 4.1 / Position Card Body / c) = Stock Control Number (Volume 2 / Section 6 / chapter 6.1 Phase 1: Mandatory Documents / 21) are the same numbers? Please confirm the above statements or elaborate on the requirements to specify the request regarding the numbers.	Correct
9. Should the required stock control number for which a Certificate of Conformance is required in Volume 2 / Section 6 / chapter 6.1 Phase 1: Mandatory Documents / 21, already be generated and pre-personalized during the production of the card, then the bidder can hardly issue a confirmation that this number is unique and unchangeable. Please elaborate on the requirements regarding the Certificate of Conformance in order to specify the request. What can be confirmed in terms of the proposed Production System (PS) is merely that this number generated by the card manufacturer is further processed in the context of management, storage and personalization, without being modified.	The card should have a OEM pre-installed applet(s) which should have a capability to generate a unique, secure stock card serial number during the DLCA personalization process. The bidder COC should confirm that the OEM installed applet(s) has the capability to generate this unique and secure stock/serial number.
10. The Tender requests in Volume 2 / Section 4 / chapter 4.3 / Position 4.3.1 / b, that the chip of a card is "... <i>shall have OEM supplier on-chip, pre-installed software applets, dependent on the supplier's card requirements and capabilities.</i>" In addition to this in Volume 2 / Section 6 / chapter 6.1 Phase 1: Mandatory Documents / 20 it is required to submit a "<i>Certified electronic copy of required on-card software applets must be submitted to DLCA</i>".	



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Are the following assumptions correct? 10.1 The above mentioned pre-installed software applets and the on-card software applets have the same meaning 10.2 The on-card software applets in question are already pre-personalized on the chip during production of the card Please confirm the above statements or elaborate on the requirements to specify the request regarding the on-card software applets. 10.3 If the above assumption are correct, then the bidder for the Production System (PS) cannot provide the required certificate if he is not simultaneously the manufacturer of the card. Please elaborate on the requirements regarding the certificate in order to specify the request.	Yes Yes The personalization system should be able to interact with the card OEM installed applet (s) to personalize the licence card. The personalization system shall have the communication interface capability to interact with the card chip/applet to enable the “printing” of the visual serial personalization number during the personalization process.
11. The Tender requests: - “The Bidder,.....must have produced cards been tested in line with ISO 10373-1....” - “The Bidder.....must be ISO 14001:2015.....” - “Bidder to confirm premises and processes for materials and information according to ISO 14298:2013 or equivalent.” Would you not agree, that the listed ISO standards are mainly focused on the production of blank cards and are less applicable to a bidder who is to provide a solution for a personalization facility?	Yes, the standards are included as additional information to the personalization solution supplier. The purpose is to indicate which standards are applicable to the cards suppliers.
12. The Tender requires to furnish a Performance Security according to the instructions to Bidders. However, the instructions do not include information on the expected amount of Performance Security to be prepared. Please inform in which	Performance security will be agreed during the contract negotiation



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percentage to the project total or in case of a fixed value, which value is to be budgeted for this purpose.	
13. The tender states that payment to be made as follows: a. <i>Consignment to be delivered quarterly based on timelines agreed upon with the DLCA.</i> b. <i>Full value of a consignment's amount will be paid within 30 days subject to the Bidder having issued DLCA with a valid tax invoice</i> 2.3.6 <i>DLCA will not make any upfront payments before the rendering of services.</i> 13.1 Please explain how the payment terms outlined in the tender are to be understood in connection with the prices to be submitted in Annexure B - Pricing Schedule.	This statement is related to the polycarbonate bid and is not applicable to this bid, however payment will be made based on agreed upon project milestones
14. It was asked during the session if the solution should be able to do duplication checks or not, and the answer that was given was "No" as this was handled by DLCA's enrolment system. But now a different answer is given in question 2.9 where the offer should include duplication check. Bear in mind that a system that does duplication checks is an AFIS or ABIS (biometric solution) and normally requires a tender specification of its own.	The "solution" implies the PRODUCTION SYSTEM (PS) depicted in the context diagram in the TOR. The DLCA do have a current license holder database system, where Duplication checks are performed as part of the normal business process. The "No" answer was provided, as referring to the current DLCA database system, not the future PRODUCTION SYSTEM "solution". The answer to question 2.9, alludes to the "Solution" PRODUCTION SYSTEM. The PRODUCTION SYSTEM will receive personalization batch orders from the enrollment system, hence the duplication check in 2.9 refers to the verification that duplication batch-orders shall not be



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	accepted for personalization processing by the PRODUCTION SYSTEM (PS).
15. Also Q 2.1 and 2.24 are still confusing as words such as manufactures are encouraged to partner with solution providers does not indicate whether this is compulsory or not. As a way of an example, if DLCA buys Samsung phones from Vodacom, would DLCA require Vodacom and Samsung to prove their partnership to DLCA? Or would in this case be enough for Vodacom to show phone warranty etc. This is asked because if a manufacture is now part of the commercial offer to the end customer it just complicated the matters and have price implications. If DLCA buys Samsung phones from Vodacom, would DLCA require Vodacom and Samsung to prove their partnership to DLCA?	A prescribed commercial and legal structure of the bidders are not compulsory. It is however important for DLCA to be ensured of a bidder's long-term life-cycle support capability of the PRODUCTION SYSTEM integrated solution. The assumption is that the PRODUCTION SYSTEM solution would be an integrated solution comprising of multiple OEM manufacturer's core and non-core sub-system products. It is hence important that the bidder needs to indicate its relationship with its core supplier OEM's to ensure a long-term integrated solution support capability could be provided to the DLCA. Yes, the bidder must indicate that there is a strategic relationship.